

## **Indiana State Police 2020 Emergency Response Report**

On May 13, 2020 the Legislative Council adopted Legislative Council Resolution 20-02 (the Resolution). Section 7 of the Resolution requires the Superintendent of the Indiana State Police (ISP), or the Superintendent's designee, to "submit the information required in subsection (c) to the below designated study committees in the format and in the manner provided in subsection (d)." The Interim Study Committee on Public Safety and Military Affairs was designated as the committee responsible to receive the ISP report.

Accordingly, the ISP hereby submits the Indiana State Police 2020 Emergency Response Report. The "emergency" period covered in this report is that defined in section 7(a) of the Resolution as "an epidemic, enemy attack, natural disaster, or other event that does not permit normal operation of state or local government or severely impacts the health of individuals or the economy in the entire state or a majority of area or individuals in the state." Subsection (c) then further specifies the emergency as the "COVID-19 pandemic."

This report summarizes the effect the COVID-19 pandemic had broadly on the ISP, as well as specifically on each primarily specialized arm of the ISP (i.e., Intelligence and Investigations; Operations; Logistics; and Communication and Information Systems). The report is drafted in a manner as to respond with the information required in subsection (c) of the Resolution, specifically enumerated as follows:

- (1) Overview of which, if any, operations or services were reduced or suspended during the COVID-19 pandemic, and whether the suspension or reduction was required by an Executive Order or an internal agency decision?

The Indiana State Police did not suspend any of the Department's overall functions during the emergency period. In fact, the vast majority of the Department's personnel took on additional duties and responsibilities to facilitate the State's response to the pandemic, including activities necessary to support the movement of Personal Protective Equipment (PPE) and National Strategic Stockpile (NSS) items, providing security for COVID-19 testing sites throughout Indiana, and conducting transportation of COVID-19 test samples.

The ISP transitioned to technology based communications during the COVID-19 pandemic, which not only allowed personnel to continue to effectively communicate but increased efficiency in several areas including high level decision making. ISP's interaction with other state agencies and public and private stakeholders during the pandemic response has fostered strong inter-agency relationships and strengthened our knowledge of our partners' capabilities and strengths. The ISP's function and mission

cannot be suspended which requires the Department to be adept at improvising and solving problems with which it may be confronted. During the COVID-19 pandemic, the ISP excelled at modifying and adapting the manner in which its personnel provided necessary services in order to continue to serve and protect Hoosiers.

a) Communication and Information Systems – The Communication Division is primarily responsible for the Department’s radio communications including operation of the Department’s Regional Dispatch Centers. Information Systems is the information technology arm of the Department, which includes the following subordinate elements of the ISP: Criminal Justice Data Division, Indiana Criminal History Repository, Indiana License to Carry a Handgun Program, Indiana Data and Communication System (IDACS), and the Indiana Vehicle Crash Records Program.

- i. The Indiana License to Carry a Handgun Program suspended administrative hearings related to denial, suspension and revocation of firearms licenses. The internal decision to suspend hearings was made to comply with the State’s social distancing guidelines. Hearings were suspended mid-March and resumed in June after implementing personal protective and social distancing measures in accordance with Indiana State Department of Health (ISDH) and Centers for Disease Control (CDC) guidelines.
- ii. No other services provided by ISP Communication and Information Systems were suspended or reduced.

b) Intelligence and Investigations – this area of the ISP consists of the following subordinate elements: Intelligence and Investigative Technologies, which includes Criminal Intelligence, the Cybercrime and Investigative Technologies Section, the Indiana Intelligence Fusion Center, and the Internet Crimes Against Children Unit; the Internal Investigations and Equal Employment Opportunity Section; and the ISP Laboratory Division.

- i. The most significant reduction to ISP investigative services pertained to covert investigations, most notably drug enforcement and vehicle theft investigations. ISP suspended proactive drug enforcement to evaluate impact on officer safety and adjust enforcement practices to ensure officers could safely continue operations of this nature.
- ii. ISP Laboratory Division: ISP laboratories continued to provide full services during the pandemic by following the Indiana State Department of Health (ISDH) and Center for Disease Control (CDC) guidelines on social distancing and the wear of appropriate Personal Protective Equipment (PPE). The ISP Lab Division also implemented other necessary measures

including scheduling individual evidence drop-off appointments, utilizing technology to allow for zero personal contact (e.g., Microsoft Teams meetings, etc.), and rotating shifts.

Because the Laboratory did not cease service and has maintained operations, the criminal justice community has not experienced unnecessary delays in receiving laboratory services during the pandemic; however, the shifting/distancing and other protective measures put in place did decrease the efficiency of the Laboratory's work-flow processes even though services have continued without interruption.

- iii. The Indiana Intelligence Fusion Center (IIFC) suspended its "office" operations and moved to a remote/tele-work environment. The IIFC continued to stay current with all requests through shift adjustments and revising hours of service.
- c) Logistics/Field Support Services Section (FSS) - this area of the ISP consists of the following subordinate elements: Quartermaster, Facilities Management Unit, and the Fleet Management Unit. ISP Logistics is responsible not only for supply, maintenance, engineering, transportation and aviation maintenance of ISP property and facilities but also ensures the readiness of all materials and personal property necessary for the Department to fulfill its mission.
- i. Facilities Management Unit (FMU): the Facilities Management Unit did not suspend or reduce their services during the pandemic. FMU personnel continued to work remotely and were dispatched to problems when they occurred at ISP facilities around the state.
  - ii. Fleet Management Unit (ISP Garage): In March 2020, ISP made the internal decision to close the ISP garage facilities across the state. This meant that ISP garages would only be available for service that could be completed by ISP sworn personnel (e.g., tire changes). All other services were either discontinued (e.g., commission builds), the service was assigned to local service providers who had continued to provide full vehicle services during the pandemic, or the employee was transferred to a different vehicle until such time that the garage could safely function in compliance with the Indiana State Department of Health and Centers for Disease Control guidelines.

In mid-April, ISP Command deemed FSS essential. Accordingly, at that time, the Fleet Management Unit implemented several social distancing and personal protective measures and returned to full duty.

- iii. Quartermaster: ISP Quartermaster services were not suspended or reduced, however the employees worked remotely and all service needs were assigned to and addressed by ISP Sworn personnel (troopers).
- d) Operations: ISP Operations is comprised of all field enforcement personnel and units assigned to carry out the Department's mission-essential task list, including the following subordinate elements of the ISP: North Zone Command, South Zone Command, Staff Services Section, Capitol Police Section, Training Section, and the Continuous Improvement Section. Operations Command also includes the ISP Commercial Vehicle Enforcement Division (CVED) and Special Operations Command, which includes the Aviation Section, Explosive Ordinance Disposal Team (EOD), and Emergency Response Team Section (SWAT).
  - i. Commercial Vehicle Enforcement Division (CVED): ISP CVED did not suspend or reduce its operations; however, ISP made an internal decision to suspend all scale house/weigh station operations across the state and supplant these operations through the use of portable scales and other necessary equipment which could be deployed roadside.

ISP Motor Carrier Inspectors (MCI) were directed to work remotely. CVED enforcement personnel focused roadside inspections on observed imminent hazards or violations that created a threat of injury.

CVED troopers assisted daily with Strategic National Stockpile (SNS) shipments and COVID testing site security, SNS deliveries and test sample deliveries. CVED also assisted the ISP Districts with day to day calls for service to supplement the demands placed on field enforcement personnel.

- ii. Field Enforcement: ISP Field Enforcement did not reduce or suspend operations or services during COVID-19, however enforcement personnel transitioned from more standard proactive enforcement activities to a primarily reactive service function. Operations were adjusted to protect our employees and promote compliance with ISDH and CDC guidelines.

Operations personnel were substantially focused on activities necessary to support the movement of Personal Protective Equipment (PPE) and National Strategic Stockpile (NSS) items both as those items were received as well as distributed to locations throughout Indiana. These additional duties expanded the services/activities performed by ISP Operations during the pandemic.

Troopers quickly adapted services and activities to limit the amount of exposure to citizens and other law enforcement personnel. ISP Field

Enforcement functioned with a very limited supply of PPE, especially N95 masks, to ensure that the majority of the PPE available in Indiana was directed to medical personnel.

- iii. Special Operations Command: Special Operations Command continued to operate based on requests for service, which during the pandemic were primarily focused on those necessary to protect others from injury or death.
- iv. Training Section: In-person training was suspended in March due to social distancing requirements. ISP was able to transition much of its scheduled training to an online/virtual model. This has allowed for most required training to be completed virtually, including Legal Update, Tactical Medical, Mental Illness Awareness, De-escalation and Weapons Cleaning.

However, in order to comply with the guidelines of the executive orders on social distancing, the following training programs were affected:

Firearms – Scheduling had begun to carry out annual firearms training, however it was postponed due to the pandemic. Firearms training has since begun with personal protective equipment and social distancing measures implemented and all personnel will be properly qualified within the required annual timeframe necessary to maintain law enforcement certification.

Control Tactics Phase I and Field Training and Tactics – This combined training was in progress and immediately ceased. Approximately 20% of the agency had not yet completed this training program; however these personnel will be rescheduled and complete the required annual training within the timeframe necessary to maintain law enforcement certification.

Outside Training events – Approximately 46 external training events were either cancelled or postponed. Most of these trainings were cancelled by the host, but some were due to travel restrictions.

80th ISP Recruit Academy – The recruit school which was set to begin on April 5 was postponed. A complete overhaul of the schedule was required in order to secure the necessary facilities at the ILEA and incorporate the ISDH and CDC guidelines on social distancing.

(2) Overview on preparations to address future emergencies and recovery from emergencies based on the state agency's experience with the COVID-19 pandemic.

- a) Communication and Information Systems – due to several security concerns, remote work can only take place if the employee has an assigned laptop computer. Accordingly, all employees who are currently assigned desktop computers need to be switched to a laptop to facilitate the potential necessity to work remotely. Additionally, certain technology including MiFi, VPNs, Citrix (Secure Remote Access) must be obtained and disseminated to facilitate remote work.
- b) Logistics: As the pandemic took effect, FSS had a limited supply of PPE and other necessary supplies on hand to accommodate normal replenishing needs. ISP contacted our suppliers to order additional PPE; however, as was the case across the United States, we found out that our suppliers were out of stock on masks, gloves, and related sanitation chemicals, the majority of which are manufactured in China.

As public safety responds to emergencies, we need to have personnel protected. However, we are facing challenges of supply shortages of not only PPE needs, but also other essential supplies. Suppliers are not making products that we ordered. Transportation of finished goods were held up in transit, which meant that orders for auto parts, fluids, chemicals, uniforms and equipment were in the pipeline, but were of no use to ISP.

The ISP was ultimately able to secure enough necessary PPE and other essential equipment to allow operations to continue unhindered by a lack of such items. Due to the continuing nature of the pandemic, as well as the potential for similar future events, the ISP is evaluating what PPE and essential equipment the department must have stockpiled.

- c) Training Section: ISP Training has been focused on providing more online training for the past several years; however the COVID-19 pandemic has caused the training section to focus in on this initiative. ISP is accomplishing this initiative by training additional personnel on the Captivate online format used to conduct virtual/online training.

ISP developed 40 hours of virtual training to augment the necessary delay in commencing the 80<sup>th</sup> ISP Recruit Academy. This curriculum is now available to address similar future circumstances.

(3) Recommendations, if any, for legislation that may be needed to help ensure the agency is prepared to address future emergencies.

- None.

(4) Recommendations, if any, for legislation to permanently repeal or modify any regulations or laws that were or are partially or fully suspended due to the COVID-19 pandemic.

- None.